

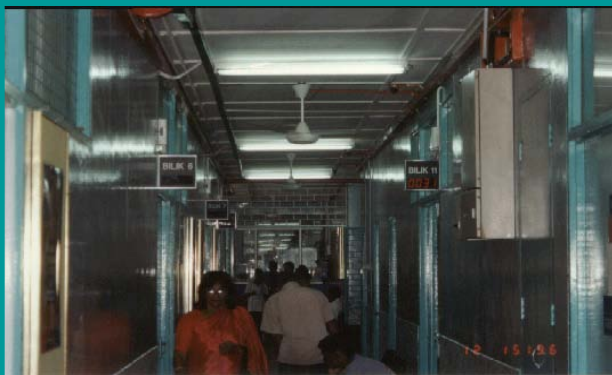
PQM SERIES

PCS Queue Management System

PCS Queue Management System is specially designed to provide queue management solution for today's service oriented organizations in ensuring the first class services to their valuable and respectable customers. Several industries like banking, airlines, government services divisions, hospital, clinics, insurance companies and any others front counters services industry have been fast deploying this solutions for the customer services enhancement.

Benefits of Queue Management System

- Create Corporate Image Profile
- Systematically Order Of Customers Flow
- Enhance Professional Service For Customer
- Create Happy Customers Environment
- Measurement of Staff Key Performance Index
- Improved Customer Services Or Staff Productivity
- Reduction of Stress For Staff In The Working Environment



Standard Features

- Allow Random Entry Of Selection Number
- Allow Automatic Sequencing Number Rolling Up/Down
- Allow Customized Counter Terminal Control
- Allow System Expansion: Modular Design
- Allow Storage & Recall Numbering
- Allow Customized Statistical Reporting
- Data Retention /Memory Backup
- Data Restore After System Break Down
- Easy & Smooth Hand-On Operation
- Low Maintenance and Running Cost
- Clear Display Visibility & Voice Actuation System
- Programmable Ticket Printing Logos
- Upgradeable Up To More Than 10 services

Main Display



Counter Button Counter Terminal Console Display



Customer Ticket Printer



Centre Controller Unit



Power Supply Hub



Amplifier



PCS Queue Management Display System Architecture

Specifications

Description	Main Unit Display	Counter Terminal Unit Display
Display Type	7 Segment LED	7 Segment LED
Display Size	1.2"; 2.3" or 4" Height	1.2"; 2.3" or 4" Height
LED Colour Available	Red, Amber, Green	Red, Amber, Green
Audio Output	Electronic Chime/Buzzer; Ding-Dong Chime	Electronic Chime/Buzzer; Ding-Dong Chime
Frame Type	Anodized Aluminum (Silver, Gold-Silver or Green Silver)	Anodized Aluminum (Silver, Gold-Silver or Green Silver)
Power Supply	7 Watts(2 L); 9W (3L) ; 12W (4L)	2 Watts (1 L)
Chassis Dimension	For 2" & 2 Lines => 350mm(W) x 250mm(H) x 52mm(D) For 2" & 3 Lines => 350mm(W) x 350mm(H) x 52mm(D) For 2" & 4 Lines => 350mm(W) x 450mm(H) x 52mm(D) For 4" & 2 Lines => 562mm (W)x 322mm (H) x 52mm(D) For 4" & 3 Lines =>562mm (W)x 512 mm (H) x 52mm(D) For 4" & 4 Lines =>562mm (W) x 602mm (H) x 52mm(D)	For 2" & 1 Line 200mm(W) x 150mm (H) x 52mm(D) For 4" & 1 Line 400mm (W) x 322mm (H) x 52mm (D)
No Of Lines Available	2, 3 and 4 Lines	1 lines

Ticket Printer Module (PTP16)

Model Epson TM-T88IIIP-012
 P/Method Thermal / Line Printing
 Character Size Programmable
 Speed Max 120mm/sec
 Interface RS232 / RS422
 Power 24VDC Adapter
 Call Button Minimum 4 buttons
 (up to maximum 50 service buttons)
 Paper Roll: 80mm x 70mm

Voice Module (PVM16)

Amplifier 20W RMS
 2 Units Speakers 8 ohm speakers
 Power Source 230 VAC
 Volume Control Manual Via Controlling Computer
 On/Off Switch Manual
 Casing: Aluminum
 2 Microphone input
 Configuration in different rooms
 Option of each voice module announces its own announcement at difference floor/ waiting area.

Power Transmission/Supply Module (PPS16)

No. Of Ports: 16 Signal/Power Ports
 Power Consumption: 102 Watts, 12V/5V DC
 Casing: Black Epoxy Coated Metal

Central Controller Unit/Queue Processor (POP161)

Processor Unit: Intel Pentium III and above
 Memory Capacity: 256MB RAMs
 Windows Support: MS Windows XP
 Sound Card 16 bit sound card
 Monitor 15" Monitor SVGA
 Report Printing Feature

Specifications

Counter Button Console Module (PCT16)

Display Type LCD Display

Digit Size 0.4" Height x 16 chars x 2 lines

Setting 16 Buttons

Display Color Back Light Green

Power 2W

Key Pad Settings 16 keys with icons as follow:-

A) NEXT CALL A for calling the next customer of service type A.

B) NEXT CALL B for calling the next customer of service type B

C) RECALL A for recalling the current number of service type A.

D) RECALL B for recalling the current number of service type B.

E) STORE for storing numbers.

F) CANCEL for aborting the current function.

0-9 numerical keys.

Queue Management Software Module PCS Q-Soft v2.0

=>Online monitoring screens showing the queue information's like ticket printer's status, number of people waiting, service time, counters required, current issued

ticket, current calling number, etc

=>Able to configure starting ticket number for each service and ticket message.

=>Back-up file to enable the system to restart from where it was stopped due to power failure.

=>Comprehensive Statistical Queue Report including daily , monthly and yearly reports.



“We also customize any type of Queue Management System according to the customer needs and requirements”